



**Paragon**  
BANK

# the Shield

*of excellence*

## Paragon Reports Improved Profitability During Annual Shareholders' Meeting

Paragon Financial Solutions, Inc. hosted its annual shareholders' meeting at Paragon's Fountain Place Banking Center on June 17. During the meeting, CEO Robert Shaw, President and COO Mike Edwards, and CFO Lewis Perkins presented the bank's 2013 achievements and other financials, as well as the strategic priorities for the coming year.

During the meeting, results from the shareholder vote were tabulated and reported. Dr. James F. Freeman, Lauren Boggs McHugh, Christian J. Saenger, and Robert S. Shaw, Jr. were re-elected to the Board of Directors. The 2014 Stock Option Plan was approved. Crowe Horwath was authorized as Independent Registered Public Accounting Firm for 2014.

Following completion of the official business, Shaw, Edwards, and Perkins reviewed the bank's progress in accomplishing 2013 goals, which included improved profitability, maintenance of strong capital positions, increased loan volume, and significant reduction in Paragon's nonperforming assets.

Pre-tax earnings increased 61% for 2013. The fourth quarter of 2013 marked Paragon's twelfth consecutive quarter of profitability and the end of the third full year of profitability. Improvement in earnings was due primarily to improved asset quality, balance sheet growth, and expense control.

Paragon finished 2013 with total assets of \$272.7 million compared to \$252.0 million at the end of 2012, an 8.21% increase. Total loans for 2013 increased 8.20%, from \$182.5 million at the end of 2012 to \$197.5 million at the end of 2013.

Paragon successfully reduced its nonperforming assets by 47% in 2013. Additionally, classified assets, which include loans recognized to have weaknesses and bank-owned real estate, have decreased 635 since their peak and decreased 25% during 2013. Since December of 2008, Paragon has disposed of more than \$50 million in nonperforming assets, with an 85% recovery rate. *(continued on page 2)*



## Paragon Named "Best Bank" in Memphis Most!



Thank you Paragon customers, shareholders, and friends for voting Paragon "Best Bank" in *The Commercial Appeal's* annual "Memphis Most" competition! Paragon was honored by your confidence and will continue *raising expectations* in the Memphis banking market.

## Introducing Person 2 Person Payments

*available on the NEW Paragon App*

### What is it?

The new mobile app from Paragon gives you the ability to send money to any individual using only an email address. In an increasingly digital age, we don't always carry cash, but the Paragon mobile app makes it simple to send money using this complimentary service.

### How does it work?

After configuring your P2P account via online banking, transactions are made by entering the payee's name, email address, and a previously agreed upon keyword to verify the payee's identity. Neither person will see the other's account number or routing information.

### Where can I sign up?

To learn more, contact your account officer. You can also read a step-by-step tutorial at [bankparagon.com/p2p](http://bankparagon.com/p2p) and visit [bankparagon.com/apps](http://bankparagon.com/apps) to download our new app for Android and iOS.



# SPOTLIGHT



*Whit Greenway, CEO Greenway Home Services*

When Whit Greenway lost his job in 1989 because his workplace was sold, rather than viewing it as a setback, he jumped on the opportunity to take his expertise in the home services industry and his desire to provide quality service to start his own company. Little did he know that the misfortune of a lost job would result in the establishment of a home services company with growing locations in Memphis and Nashville. After selling his company in 2000 and retiring, he started it again in 2003 as Greenway Home Services. Whit has enjoyed more than 25 years of watching his companies grow from a one-man operation to a multi-city company with 125 employees and an average of more than 300 service calls per day.

Greenway Home Services provides HVAC, plumbing, and appliance services for residents in the Memphis and Nashville areas. Whit attributes his success to focusing not on growth but on service, knowing that with excellent service, growth will naturally follow. “The problem is not how to get the phone to ring,” he explains.

“The problem is the phone rings, now how do you provide the service. I think if you do quality service, you just grow.” Customer service is so important to Greenway Home Services that it has dedicated a full-time employee to call each customer to ensure they received quality service and, if they did not, to find out what they can do better.

This high level of service is evidenced by the manner in which Greenway Home Services expanded to the Nashville area in 2006. By continuing the same approach of remaining focused on great quality service, Greenway Home Services has had great success in Nashville and hopes to see that location reach the same size as its Memphis counterpart.

When approached to initiate a banking relationship with Paragon, Whit had his reservations about moving to a smaller bank. “I thought there was no way Paragon could hold a candle to [my big bank]. I didn’t think they could compete and do everything I wanted to do,” he says. After a year of debating, Whit made the change and was very pleasantly surprised with the emphasis on service and the personal touch that Paragon could offer his banking experience. Whit describes banking with Paragon as “hassle-free” and as a place where the tellers know his name instead of just being another face in the crowd.

A value that Paragon and Greenway Home Services hold in common is exceptional service, which Whit has expressed that he had the opportunity to witness firsthand. “One of the reasons I moved, was that it took the big bank a week to get back to me when I asked them about something. To me that was unacceptable. When I call Paragon, they always respond quickly and usually it’s within a day.”

In the last few years, Whit has transitioned to sharing leadership of his company with his older brother Carl, who has a business background of running top franchises. This gives Whit more time for his first passion, which is to spend time with his two daughters and his two grandchildren. It also allows him time to enjoy his second passion, which is traveling across America.

Whit Greenway boils down his success and business advice to one phrase, “My philosophy is simple. Just take care of people the way you want to be taken care of.” Paragon is proud to have a customer who promotes the value of excellent customer service for the clients it serves.



*(continued from page 1)* “We’re proud of the efforts our board members and team made in 2013,” said Shaw. “Those efforts are reflected in our sustained profitability and our investment in our customers and the community. In 2014, we will continue to maintain asset quality, improve net interest margin and operating efficiency, and focus on our corporate growth plan.”

Other highlights for the year included Paragon’s conversion from a national to a state charter; the launch of Paragon Wealth, a division of Paragon Bank; and the company’s continued commitment to nonprofit and community organizations, including the Make-A-Wish Foundation of the Mid-South, Neighborhood Christian Center, Memphis Child Advocacy Center, and Community Lift.



*Among those attending the 2014 Shareholders' Meeting were Lauren McHugh, Chris Saenger, Wayne Littleton, and Mary McDaniel.*

## Team Paragon Grants Ninth Wish Through Make A Wish Mid-South



*On August 25, Paragon worked with Make-A-Wish Mid-South to grant 14-year-old Carrie-Lynn's wish. More than 50 Team Paragon members donated more than 150 hours of their time to prepare and participate in the event. Carrie-Lynn's wish was revealed after several rounds of the game show "Let's Make A Deal." When her grand prize was announced, she learned that her wish, to meet WWE wrestler John Cena, was granted.*

## Team Paragon Participates in Life Blood's Blood Drive



*As a part of Employee Appreciation Week, Paragon brought the Lifeblood Mobile Unit to the Fountain Place Banking Center. Pictured here is Jonelle Middlebrook getting ready to donate.*



## St. Agnes Art Show and Reception



*This March, Paragon hosted the tenth annual art show for Mrs. Janis McCarty's St. Agnes Academy AP art class. The exhibits were displayed in the Fountain Place Banking Center during the month of March. Pictured here are Mrs. McCarty and her students at the reception.*

# Community Involvement

## Israel Festival Volunteers



*Lisa and Justin Barden and Vickie and Robert Shaw volunteered at the Israel Festival in June.*

## Handmade Blankets Delivered to Le Bonheur Patients



*Paragon Team Members delivered no-sew blankets that were made during Employee Appreciation Week. Pictured here are LeBonheur patient, Gabrielle; her mother Centhny; and Team Paragon Members, Linda Cook and Stacy Fields.*



## Lunch and Learn: The Emmanuel Center and Shelby County Books from Birth



*Recently, Paragon had the opportunity to learn more about the organizations that benefit from the Book It 5K Race through a Lunch and Learn at the Fountain Place Banking Center. The Book It 5K is hosted by the Church of the Holy Communion. Employees heard from Robert Probst, Personal Trainer; Peter Abell, Executive Director of Shelby County Books from Birth; and The Reverend Colenzo J. Hubbard (pictured standing above), Founder and Executive Director of the Emmanuel Center. On September 20, a team of sixty-five people consisting of Paragon employees and their families, participated in the race.*

## Congressman Stephen Fincher Speaks to Paragon Medical Advisory Board

Recently U. S. Congressman Stephen Fincher was the guest speaker at a meeting of Paragon's Medical Advisory Board of Directors. Congressman Fincher discussed the future of healthcare and medical insurance in the United States. His talk was followed by a lively question-and-answer session regarding the Affordable Care Act.

Paragon's Medical Advisory Board serves to promote and advise Paragon in providing banking products and services to physicians and physicians' practices.

Pictured on the right are Craig Weiss, Chairman of Paragon's Board of Directors, and Congressman Fincher greeting Paragon Medical Advisory Board members Lisa Myers and Phyllis Knose.



### Director's Corner: Nap Cassibry

“When I had the idea to start the bank. The first two people I called were Glenn Cofield and Nap Cassibry,” says Paragon CEO Robert Shaw. Nap has been an essential component of Paragon's success since its inception through his dedication to Paragon and his knowledge of the banking industry as a whole.

Although now working as Senior Vice President at Vining Sparks, Nap Cassibry comes from a long line of bankers. His grandfather was a banker, and his dad moved from farming to banking in order to spend his days in air conditioning rather than on a tractor. Nap says, “I worked at the bank when I became old enough to work. My grandmother and I were tellers together at a little branch we had in Merigold, MS. We would drive to Merigold together everyday.”



After college, the time came for Nap to choose where to start working. His dad offered him locations in either Memphis or Jackson. Nap responded to him with, “Well, you got a coin?” I flipped a coin and Memphis won. It's fate.” And so Nap found himself in the training program at National Bank of Commerce (NBC), where he worked his way through the branch desk until he was manager at a Germantown location.

Eventually his career path took him into the bond division at NBC and then he moved to the same division at Union Planters (UP), where he was able to make use of his contacts in Mississippi as a salesman for that area. In 1981, Jim Vining left UP to form Vining Sparks, and Nap quickly followed in 1982, and he has been at Vining Sparks ever since.

Nap's background in banking has played a significant role in his career

in bond sales as he can better understand the types of bonds that banks need. Nap says “Vining Sparks likes to distinguish itself as more of a consultant. We sell products but you've got to really understand the balance sheet and the structure and how it changes to recommend a product.”

This networking and constant contact with other banks around the country has provided a mutual resource to help Paragon's growth as well. Nap sums up his expertise saying, “I am a banker, not just a salesman. But I don't go to the bank everyday.”

Robert Shaw brought Nap on board early during Paragon's inception to be Chairman of the Board of Directors, a position that he held for nearly a decade before stepping down this past March. Nap remains on the Board and is the chair of the Asset Liability Committee (ALCO) and a member

*Nap Cassibry* of the Directors' Loan Committee.

In their free time, Nap and his wife Sheryl, who works with Crye-Leike, spend time at their second home in Camden, Maine, where they enjoy the cooler temperatures and the opportunity to go sailing. They have two daughters, Thaler, who lives in Memphis, and Carly, who lives in Bozeman, Montana. They have a 2-year-old granddaughter and a 5-month-old grandson, who live in Memphis. In addition to his heavy involvement at Paragon, Nap is a member at Second Presbyterian Church and was an organizer for the Mid South Jazz Foundation and a former chair of Teen Challenge of Memphis.

Thank you, Nap, for your years of leadership and guidance at the head of Paragon's Board of Directors!

## New Smiles at Paragon:



Lisa Califf  
Financial Services  
Associate  
Grove Park



Barbara Harris  
Financial Services  
Associate  
Fountain Place



Richard Harris  
Vice President  
Commercial Lending



Anita Meyers  
Executive Assistant  
Executive Administration



Jon Roskos  
Vice President  
Saddle Creek Manager



Mark Winburne  
Wealth Advisor  
Wealth Solutions



## Locations:

### Grove Park

Poplar at Grove Park  
4515 Poplar Avenue, Suite 108  
Memphis, TN 38117

### Paragon Place

Poplar at Massey  
6300 Poplar Avenue, Suite 117  
Memphis, TN 38119

### Telephone:

901.273.2900

### Branch Hours:

8:30 am–5:00 pm, Mon–Thu  
8:30 am–6:00 pm, Fri

### ATM:

24 Hours/7 days a week

### Paragon Direct:

901.333.0260  
24-Hour Voice Response Unit

### Online Banking:

bankparagon.com

### Mailing Address:

P.O. Box 2022  
Memphis, TN 38101-2022

### Fountain Place

Poplar at Valleybrook  
5400 Poplar Avenue, Suite 150  
Memphis, TN 38119

### Saddle Creek

Poplar at Germantown  
7600 Poplar Avenue  
Germantown, TN 38138

## Future Paragon Customers:



Jace DeShawn Landry  
Grandson of  
Chondrea Black,  
Compliance



Corbin Michael Penny  
Son of  
Scott Penny,  
Interactive Solutions



## Ten-Year Anniversaries

Congratulations and thanks to the following employees who have celebrated ten-year anniversaries with Paragon!

Robert Shaw April 5, 2004 (founder)  
Andy Taylor June 14, 2004 (founder)



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Want to stay informed on the latest happenings such as events and community service at Paragon? Then “like” us on Facebook (Search for Paragon Bank) and “follow” us on Twitter (twitter.com/bankparagon).



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Co-workers celebrated Teresa Garner's 50th birthday with decorations and treats. Happy Birthday, Teresa!